

# **REQUEST FOR PROPOSAL**

## **Youth Services Bureau**

Issued by:

Harford County Department of Community Services,  
Local Management Board

319 South Main Street  
Bel Air, MD 21014  
410-638-3389

<http://www.harfordcountymd.gov/services/stimulus/>

**Total Funding Available: \$105,000**

## Section I. Objective of Request for Proposal

### 1.1 Summary Statement

**The Harford County Department of Community Services, Local Management Board,** hereinafter referred to as “LMB,” has funding available to develop and implement a **Youth Services Bureau**, hereinafter referred to as “YSB”. A YSB is a community-based, non-residential entity that provides delinquency prevention, youth suicide prevention, drug and alcohol abuse prevention, formal and informal counseling, crisis intervention, and youth development services to youth and their families in the county they reside. Eligibility to become a Youth Services Bureau involves meeting the criteria listed in the attachment to the RFP. DJS must approve your organization as a designated Youth Services Bureau. The selected vendor will have until June 30, 2015, to complete this process. The LMB will provide technical assistance to facilitate this process if necessary.

### 1.2 Terms of Contract

A contract will be awarded for a 12-month period during FY 2016 from July 1, 2015 through June 30, 2016. **The funding available to support the development and operations of a Youth Services Bureau (YSB) as described in this Request for Proposal is: \$105,000.** Harford County Government may provide office space to conduct YSB services as an in-kind donation. The space may be located in either Bel Air or Aberdeen.

### 1.3 Issuing Office

The point of contact for purposes of this Request for Proposal (RFP) is the issuing office presented below:

Harford County Department of Community Services, Local Management Board  
319 South Main Street  
Bel Air, MD 21014  
410-638-3389  
[LMB@harfordcountymd.gov](mailto:LMB@harfordcountymd.gov)

### 1.4 Eligibility

Private, nonprofit organizations listed under IRS #501(c), and agencies of local government interested in providing services to families and children in Harford County. In addition, **the entity must be designed as an approved Youth Services Bureau (YSB) entity through the State of Maryland Department of Juvenile Services (Human Services Article §9-233, Annotated Code of Maryland and Code of Maryland Regulations (COMAR 16.17.01). See attached specifications of a YSB.**

### 1.5 Questions

All questions regarding this RFP should be directed to [LMB@harfordcountymd.gov](mailto:LMB@harfordcountymd.gov) or 410-638-3166. Questions must be received by 5:00 pm on Tuesday, April 21, 2015. A compilation of all questions received and their answers will be available online beginning Thursday, April 23, 2015 at: <http://www.harfordcountymd.gov/services/stimulus/>

### 1.6 Closing Date

Four (4) hard copies of the proposal must arrive at the Issuing Office **no later than 5:00 pm on Friday, May 1, 2015**, in order to be considered. Vendors can either hand deliver or send their hard copy submission via US mail. No binders or folders, please. Vendors who mail their submission should allow sufficient mail delivery time to ensure timely receipt by the Issuing Office. Proposals that arrive after the deadline or unsolicited amendments to proposals cannot be accepted or considered.

In addition to the hard copy version, an electronic version of the proposal must be submitted by the deadline to [LMB@harfordcountymd.gov](mailto:LMB@harfordcountymd.gov). The electronic version of the proposal shall be submitted as one (1) Word document file. Please do not:

- Submit the electronic version of the proposal as multiple individual files;
- Zip the file;
- Send as a PDF or another format

### 1.7 Acceptance of Proposal Content

The content of this RFP and the proposal of the selected vendor will be included by reference in any resulting contract. All prices, costs, terms and conditions in the proposal shall remain fixed and valid for 90 days after the closing date. This period may be extended by written mutual agreement between the vendor and the LMB.

## **Section II. General Information**

### 2.1. Purpose

The overall purpose of this RFP is to provide information to vendors interested in preparing and submitting a proposal to meet the requirements for contractual services described herein.

### 2.2 Revisions to the RFP

If it becomes necessary to revise this RFP, amendments will be posted at <http://www.harfordcountymd.gov/services/stimulus/>. Interested vendors should check this site regularly for any revisions.

### 2.3 Cancellation of RFP

The LMB may cancel this RFP, in whole or in part, whenever this action is determined to be fiscally advantageous to the organization or otherwise in its best interest.

### 2.4 Proposal Acceptance

The LMB reserves the right to accept or reject any and all proposals, in whole or in part, received in response to this RFP, or to waive or permit cure of minor irregularities to serve the best interests of the organization.

### 2.5 Definition of Offeror

An offeror is defined as a vendor who prepares and submits a proposal in response to this RFP, seeking to be selected by the LMB to enter into an agreement to provide the services described herein.

#### 2.6 Additional Information

Vendors who submit proposals may be required to provide additional information orally or in writing or to submit to a site inspection by the LMB in order to clarify or document their proposals.

### 2.7 Incurred Expenses

The LMB will not be responsible for any costs incurred by any offeror in preparing and submitting a proposal in response to this RFP.

### 2.8 Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the vendor's proposal for meeting the requirements of this RFP.

### 2.9 Contractor's Responsibilities

The LMB will enter into contractual agreement with the selected vendor only. The selected vendor shall be responsible for all services as required by this RFP. Subcontractors, if any, must be identified and a complete description of their role relative to the proposal must be included. Joint proposals will be accepted only if one party assumes the responsibility of prime contractor.

### 2.10 Document Ownership

In the event of contract award, all documentation produced as part of the contract will become the exclusive property of the LMB and may not be removed by an employee of the vendor without the written permission of the LMB. Proposals received for all other offerors in response to this RFP will become the property of the LMB and will not be returned to the offeror. The LMB shall have the right to use any or all ideas or adaptations of the ideas presented in any proposal received in response to this RFP. Selection or rejection of the proposal will not affect this right.

### 2.11 Program Ownership

The LMB retains all rights to the program. Any company literature developed by the vendor with regard to the program must contain a reference to the LMB as the primary planning and funding agent.

### 2.12 Personnel

The key personnel identified in the vendor's proposal are considered to be essential to the work being performed under this RFP. Prior to diverting any of the specified individuals to assignments other than this project, the vendor shall notify the LMB of its intent 30 days in advance and shall submit justification, including proposed substitutions, in sufficient detail to permit evaluation of the impact on the project. No diversion shall be made by the vendor without the written consent of the LMB. In circumstances where a key employee discontinues their employment with the vendor, it is the vendor's responsibility to notify the LMB immediately via phone upon receiving such notification. Further, it is the vendor's responsibility to provide the LMB, within five days, a written plan with timeline as to staff replacement. Replacement of any personnel shall be with personnel of substantially equal ability, qualifications and experience.

### 2.13 General Contractual Conditions

The laws of the State of Maryland shall govern any contract resulting from this RFP.

#### 2.14 Terms of Payment

The vendor shall submit invoices on a monthly basis. Payment will be made upon certification of satisfactory performance. All billing shall be submitted by the 15<sup>th</sup> of the month for the previous month's services. Failure to provide timely invoices may result in delay of payments.

#### 2.15 Contract Award

The contract shall be awarded on the basis of the quality of the program Narrative including Results-Based Accountability factors (see Section 4.5), feasibility of its implementation, and overall cost of the program.

#### 2.16 Compliance with Law

By submitting a proposal in response to this RFP, the offeror, if selected for award, agrees to comply with all federal, state and local laws applicable to its activities and obligations under the contract.

#### 2.17 Criminal Background Investigations

According to Maryland law, all personnel working with children must have a criminal background investigation. The selected vendor shall provide documentation certifying to the LMB, in a timely manner, that all personnel serving children pursuant to the contract are in compliance with this requirement. Such certification shall be made on an ongoing basis as new employees are hired to work in the program. In addition, the LMB reserves the right to conduct on-site monitoring to ensure compliance. Such monitoring shall not abrogate the vendor's responsibility to provide ongoing, timely certification to the LMB.

#### 2.18 Audit

The vendor shall provide a copy of an independent financial audit, which shall be forwarded to the LMB no later than 120 days after the close of each of the vendor's most recent fiscal years.

#### 2.19 Acceptance of Terms and Conditions

By submitting a proposal in response to this RFP, the offeror shall be deemed to have accepted all the terms, conditions and requirements set forth in this RFP unless otherwise clearly noted and explained in its proposal.

#### 2.20 Termination and Renewal

A 30-day transition period will be required 30 days prior to the end of the contract for termination or non-renewals. The vendor shall not cease accepting referrals at any time during the contract without consulting the LMB in advance and obtaining written approval. Contract renewals shall be based on satisfactory performance and compliance with all contractual obligations. Renewal of contract shall be subject to negotiation by the LMB.

#### 2.21 Federal HIPAA and State Confidentiality Law

The selected vendor acknowledges its duty to review and comply, to the extent applicable, with all requirements of the federal Health Insurance Portability and Accountability Act (HIPAA), 42 U.S.C. § 1320d et seq. and all implementing regulations including 42 CFR Part 2, 45 CFR Parts 142, 160 and 164. The contractor also agrees to comply, where applicable, with the Maryland Confidentiality of Medical Records Act (MCMRA), Md. Health-General §4-301 et seq. This

obligation includes, but is not limited to adhering to the privacy and security requirements entailed for protected health information under federal HIPAA and State MCMRA, making the transmission of all electronic information compatible with the federal HIPAA requirements, and otherwise providing good information management practices regarding all health information and medical records. Protected Health Information as defined in the HIPAA regulations at 45 CFR 160.103 and 164.501, means information transmitted as defined in the regulations, that is individually identifiable; that is created or received by a healthcare provider, health plan, public health authority, employer, life insurer, school or university, or healthcare clearinghouse; and that is related to the past, present, or future physical or mental health or condition of an individual, to the provision of healthcare to an individual. The definition excludes certain education records as well as employment health records by a covered entity in its role as employer.

### **Section III. Background**

#### **3.1 Issuing Office**

The Harford County Local Management Board (LMB) is a program of the Harford County Government Department of Community Services with an active Board of Directors, appointed by the County Executive.

The **vision** of the LMB is for Harford County to be a community where all families share opportunities equally and all children are safe, healthy, valued, cared for, and respected.

The **mission** of the LMB is to assess community assets and needs, facilitate the development of services, and to monitor, evaluate, and continually improve outcomes for children, youth, and families.

The LMB believes that children and families are important in our society, and as such, they need and deserve to have a system of services that is:

- Responsive
- Integrated
- Comprehensive
- Easily Accessible
- Focused on Prevention and Early Intervention
- Innovatively Designed
- Provided in a Respectful Manner
- Empowering
- Outcome Focused
- Culturally Competent

### **Section IV. Specifications**

#### **4.1 Scope of the Project**

The Harford County Local Management Board envisions the deterrence of delinquency and suicides by redirecting youth to appropriate counseling, supports and youth development. The purpose of the YSB will be to develop and implement interventions to address delinquent

behavior, youth suicides, drug and alcohol abuse and family disruption. The YSB program will promote feelings of self worth and desire for self improvement, thereby giving youth the opportunity to become productive members of the community.

#### 4.2 Scope of the Program

Youth Services Bureaus (YSB) provide a proven alternative to institutionalization of delinquent youth by providing effective juvenile delinquency diversion treatment and family support services. A YSB is an integral part of the community services network. They work daily with youth facing many serious issues, such as school violence, truancy, family violence, substance abuse; issues that can inhibit their ability to succeed in life. YSBs are family-focused working to strengthen families and enhance their functioning. Studies have indicated that childhood trauma can be linked to an increased risk of psychiatric, and addiction problems/illnesses.

Through the use of evidenced based/promising practices, YSBs keep targeted youth out of the Department of Juvenile Services (DJS) system. Furthermore it helps them become education ready, and competent young adults who can become responsible, productive members of society while maximizing achievements of positive outcomes. In 2011, The State of Maryland Department of Juvenile Services showed through YSBs that 93% of formal counseling youths were not adjudicated delinquent two years following the end of counseling and 83% of the DJS referred youths to formal counseling were not adjudicated delinquent two years later.

The goals of the Harford County Youth Services Bureau are to provide evidenced based/promising practices through early intervention (crisis intervention, counseling and support) targeting youth at risk of developing or who are diagnosed with co-occurring disorders (mental health and substance use disorders) in order to deter them from entering the criminal justice system. Harford County has worked to embed its YSB with the Department of Juvenile Services to provide assessments for appropriate services and expedient referrals to needed resources for youth who enter the Juvenile Justice System. The purpose is to identify mental health and addiction needs as early as possible and link youth with needed resources to address those needs. Space will be provided to the selected vendor at Juvenile Drug Court, Juvenile Services, and/or The Center for Educational Opportunity/Alternative Education School in Aberdeen to conduct assessments and provide services as needed.

#### 4.4 Number of Youth to be Served

The service goal of the YSB in FY2016 is to serve a minimum of 100 clients.

#### 4.5 Results-Based Accountability

This section should outline how your organization will know if it has achieved the goal of improving the ability of youth served to function successfully in their home, school and community. YSB's are expected to utilize specified performance measures as outlined in the attached outline of YSB specifications. **Extra points are awarded to proposals that indicate use of an evidence-based practice.** Results-based accountability addresses the following questions:

**How much did we do?**



**How well did we do it?  
Is anyone better off?**

#### **4.6 Contractor Reporting**

Monitoring shall occur throughout provision of service. Utilizing a report format developed in collaboration with the LMB, evaluation/outcome reports shall be submitted to the contract monitor on a quarterly basis. These quarterly reports will track the progress of measurable outcomes referenced above.

#### **4.7 Role of the LMB**

The LMB is responsible for

1. Providing oversight to the contract including:
  - Ensuring timely receipt of thorough reports
  - Monitoring and evaluating process and outcome data
  - Reviewing records of clients served
2. Maintaining programmatic and fiscal accountability, including report preparation for the Governor's Office for Children and the Department of Juvenile Services.

### **Section V. Requirements for Proposal Preparation**

#### **5.1 Section I: Narrative**

The Narrative portion of the proposal should be prepared in a clear and concise manner. Submissions are limited to four (4) pages, 12-point Times New Roman font, single spaced, with one inch (1") margins throughout. Documents that do not count in the 5 page total include:

- Cover Letter
- References
- Budget
- Budget Narrative
- Appendices

Appendices are limited to those documents (or portions of documents) that are necessary to support the proposal.

Proposal submissions shall be organized in the following format:

#### **A. Cover Letter (2 points)**

The cover letter should be prepared on the offeror's letterhead. The letter must be signed by an individual who is authorized to bind the offeror's organization to all statements, including services and budgetary information contained in the proposal. The signed version of the cover letter does not need to be submitted electronically.

#### **B. Management Summary/Organizational Background (10 points)**

This section should contain a description of the offeror's organization and its qualifications to provide the requested services. Include the organizational history, related experience, personnel professional competency and education. Resumes or job descriptions of key staff may be included as appendices.

**C. Understanding of the Problem (10 points)**

In this section the offeror should demonstrate a strong understanding of the nature and scope of the work involved. Include relevant supportive data (e.g. target population, geographic area, identified needs, impact).

**D. Proposed Service (45 points) (20 extra for evidence-based practices)**

This section should outline a sound and workable plan of action that includes timelines and resources. Information on the mental health and addictions screening/assessment should be provided, with the tools supplied as an attachment. The proposed service should describe how the evidence-based/promising practice proposed can provide effective treatment for at-risk youth. Please refer to the SAMHSA registry of evidence based practices at <http://www.nrepp.samhsa.gov/ViewAll.aspx>. Lastly, explain how future sustainability of this program is to be achieved including how the offeror plans to incorporate other funding sources (in-kind, additional funders) and how adjustments will be made if awarded funding is reduced.

**E. Program Objectives Utilizing Results-Based Accountability (30 points)**

This section should outline how your organization will know if it has achieved program goals. Discuss how your organization will measure the results and evaluate progress using Results-Based Accountability (see section 4.5); including a summary of core services (formal and informal counseling, information and referral, and crisis counseling), and non-core services (outreach and education).

**F. References (3 points)**

The offeror must supply a minimum of three current letters of reference to support this proposal.

**G. Proof of YSB Designation (Mandatory requirement- no points awarded)**

The offeror must meet the specifications of a Youth Services Bureau. The State Department of Juvenile Services must verify that the vendor meets this criteria. The selected vendor will have until June 30, 2015 to obtain a designation from the Department of Juvenile Services as a Youth Services Bureau. The criteria taken from the LMB policies and procedures manual is listed in the attachment to the RFP.

**5.2 Section II: Budget and Budget Narrative**

The financial component of the proposal is to contain a Budget with all financial information for the services proposed as well as a Budget Narrative that provides sufficient detail to the Budget. Offerors are encouraged to identify and include additional in-kind resources and matching funds to contribute to the total program cost. Offerors that identify supplemental funding sources in their budgets will be awarded additional points in the scoring of proposals. Please use the budget forms attached to indicate use of funding and additional funding resources.

**Section VI. Evaluation Criteria**

**6.1 Evaluation Committee**

An Evaluation Committee established by the LMB will evaluate all proposals received by the closing deadline. The committee may request additional information from an offeror either orally or in writing.

After the established due date, a Register of Proposals shall be prepared that identifies each offeror. The Register of Proposals shall be open to the public for inspection upon written request.

## 6.2 Qualifying Proposals

The committee shall review each proposal for compliance with the feature requirements in Section IV (Specifications), Section V (Requirements for Proposal Preparation) and with all other necessary requirements of this procurement. Failure to comply with any requirements may disqualify an offeror's proposal. The LMB retains the right to waive a requirement when it is in its best interest to do so. Written notice of the waiver of a requirement will be given to every offeror whose proposal is deemed acceptable, with the opportunity to submit a best and final offer, if necessary.

## 6.3 Evaluation of the Narrative

The committee shall first conduct its evaluation of the technical merit of the proposals. Scoring by the Evaluation Committee of each proposal shall be in accordance with the Evaluation Criteria included under Section VI. 6.4. Minor irregularities in proposals which are immaterial or inconsequential in nature may be waived or cured whenever it is determined to be in the best interest of the LMB. A technical score of 70 points is required for a proposal to be judged as qualifying. All proposals that fail to obtain this rating will be judged non-qualifying and will be excluded from further consideration in the awarding of the contract.

#### 6.4 Criteria for Technical Evaluation

The Evaluation Committee will utilize the following criteria in scoring the Narrative. Total scoring will be adjusted according to the points indicated with the major criteria. The maximum score for the Narrative is 145 points.

<u>Evaluation Criteria</u>	<u>Maximum Points</u>
A. Cover Letter	2 points
B. Management Summary	10 points
C. Understanding of the Problem	10 points
D. Proposed Service	45 points
E. Extra Points for Evidence-based Practice	20 points
F. Results-Based Accountability	30 points
G. References	3 points
Extra weight for in-kind or matching funds	25 points

#### 6.5 Final Evaluation and Recommendation for Award

The Evaluation Committee will make a recommendation for award of the contract to the responsible, qualifying offeror whose proposal is determined to be the most advantageous to the LMB based on the results of the final technical and financial evaluations.

### Section VII. Debriefing

Offerors shall be notified about the outcome of the proposal review upon completion of the evaluation process and successful selection of a vendor. Offerors not selected may request feedback from the LMB regarding their proposal by submitting a formal request in writing. Feedback provided shall consist of average scores in each criterion for their submission including the total average score as well as general comments. Information will not be provided on proposals submitted by other offerors.

### Section VIII. RFP Timeline

Proposals are due to the Issuing Office by **Friday, May 1, 2015, no later than 5:00 pm**. Upon execution of the Community Partnership Agreement between Harford County and the Governor's Office for Children the selected vendor and all other proposal offerors will be notified. The selected program will begin upon execution of the awarded contract.

### HARFORD COUNTY YSB PROGRAM PROPOSED TOTAL PROGRAM BUDGET

Agency:	Budget Period:
Street Address:	
City, State, Zip:	Phone:
Director's Name	Fax:
Contact Person:	Federal Employer ID:

BUDGET CATEGORY	LMB FUNDING REQUESTED	CASH CONTRIBUTION	IN-KIND CONTRIBUTION	OTHER FUNDING SOURCES	TOTAL PROGRAM BUDGET
Salaries					
Fringe					
Supplies					
Office Supplies					
Program Supplies					
Travel					
Transportation Services					
Mileage					
Training					
Communication					
Postage					
Telephone					
Printing/Duplication					
Rent					
Utilities					
Purchase of Services					
Insurance					
Advertising					
Equipment					
Other: Itemize					
SUBTOTAL					
Indirect Costs					
TOTAL					
Prepared by:				Approved by: (LMB)	
Signature _____ Date _____				Signature _____ Date _____	
Name/Title (Print):				Name/Title (Print):	

**HARFORD COUNTY CINS PROGRAM  
PROPOSED TOTAL PROGRAM BUDGET**

Agency:				Budget Period:	
Street Address:					
City, State, Zip:				Phone:	
Director's Name				Fax:	
Contact Person:				Federal Employer ID:	
BUDGET CATEGORY	LMB FUNDING REQUESTED	CASH CONTRIBUTION	IN-KIND CONTRIBUTION	OTHER FUNDING SOURCES	TOTAL PROGRAM BUDGET
Salaries					
Fringe					
Supplies					
Office Supplies					
Program Supplies					
Travel					
Transportation Services					
Mileage					
Training					
Communication					
Postage					
Telephone					
Printing/Duplication					
Rent					
Utilities					
Purchase of Services					
Insurance					
Advertising					
Equipment					
Other: Itemize					
SUBTOTAL					
Indirect Costs					
TOTAL					
Prepared by:				Approved by: (LMB)	
Signature _____ Date _____				Signature _____ Date _____	
Name/Title (Print):				Name/Title (Print):	

## HARFORD COUNTY YSB PROGRAM

### PROPOSED BUDGET LINE ITEM JUSTIFICATION/DESCRIPTION

[illegible]

**HARFORD COUNTY YSB PROGRAM**  
**PROPOSED BUDGET LINE ITEM SALARYFRINGE DETAIL**

<b>Agency:</b>	<b>Budget Period:</b>
<b>Street Address:</b>	
<b>City, State, Zip:</b>	<b>Phone:</b>
<b>Director's Name</b>	<b>Fax:</b>
<b>Contact Person:</b>	<b>Federal Employer ID:</b>

<b>Salaries / Fringe Budget Detail</b>						
<b>Job Title</b>	<b>Hours per Week</b>	<b>LMB Funding</b>	<b>Cash Contribution</b>	<b>In-Kind Contribution</b>	<b>Other Funding</b>	<b>Total Program Budget</b>

<b>Prepared by:</b>	<b>Approved by: (LMB)</b>
<div style="display: flex; justify-content: space-between;"> <span><b>Signature</b></span> <span><b>Date</b></span> </div>	<div style="display: flex; justify-content: space-between;"> <span><b>Signature</b></span> <span><b>Date</b></span> </div>
<b>Name/Title (Print):</b>	<b>Name/Title (Print):</b>



**HARFORD COUNTY YSB PROGRAM**  
**ANTICIPATED SOURCES OF FUNDING**

Agency:	Budget Period:
Street Address:	
City, State, Zip:	Phone:
Director's Name	Fax:
Contact Person:	Federal Employer ID:

Sources	Amount
LMB Award	\$
Other State Funding	\$
Local Government Funding	\$
Federal Funding	\$
Private Agency Funding	\$
Fees:	
Medicaid Payments	\$
Medicare Payments	\$
Insurance/Private	\$
Other - Identify:	
Fundraising/Donations	\$
Interest	\$
<b>Total Funding</b> (Must equal total costs in total program budget on Budget Face Sheet)	\$

In-Kind Contributions (Identify)	Value
	\$
<b>Total In-Kind</b>	
<b>TOTAL CASH PLUS IN-KIND</b>	\$

**Harford County Department of Community Services,  
Local Management Board**

**Budget Narrative**

Provide a detailed justification for each line item in the Budget. The Budget Narrative should explain how the costs were estimated (how the offeror derived the dollar amounts stated) and justify the need for the cost, giving enough detail to tie the costs to the project's activities and proposed goals. When costs seem unusually high or low, the budget narrative can provide the needed explanation.

- A. For each line item of the budget, itemize how each cost was derived (Example: Business Travel – 100 miles @ .50/mile = \$50 per month X 12 months = \$600).
- B. Also provide a brief explanation for the need of the cost. The explanation can be a statement (Example: Cost based on established IRS rate to reimburse staff travel expenses). However, be sure to include as much information as needed to justify the expense, remembering that something that seems obvious may be less clear to a third party that is not familiar with the program.
- C. When preparing the budget narrative:
  - 1. Make sure the narrative matches the budget line items exactly
  - 2. Make sure the total amount is commensurate with the outcome
  - 3. Include actual, reasonable and necessary costs

**Attachment**  
**(from the LMB Policies and Procedures Manual)**

**Youth Services Bureaus**

**A. Purpose**

1. Youth Services Bureaus (YSBs) are community-based, nonresidential entities that provide juvenile delinquency prevention, suicide prevention, drug and alcohol abuse prevention, and youth development services to children, youth, and their families.
2. YSBs work to ameliorate conditions that breed delinquency, youth suicide, drug and alcohol abuse, and family disruption.
3. Each YSB functions as an advocate of the needs of youth and families.

**B. Authority**

1. Human Services Article 9-233, Annotated Code of Maryland
2. Code of Maryland Regulations (COMAR) 16.17.01

**C. Program Requirements**

1. Eligibility for Services
  - a. YSBs serve children, youth, and families in a specific catchment area approved by the Department of Juvenile Services (DJS).
2. Each YSB shall provide the following services:
  3. A. Core Services, including:
    - i. Formal Counseling
      - a. Individual, family and group counseling shall be considered formal counseling if counseling sessions are provided on a regularly scheduled basis for more than three sessions.
      - b. Case files for each formal counseling case shall contain:
        1. Intake Material;
        2. Progress and session notes;
        3. Service plan; and
        4. Termination summary
      - c. Service plans shall be developed for each formal counseling case before the fourth counseling session and shall contain:
        1. A problem statement;
        2. Mutually agreed-upon treatment goals;
        3. Strategies used by the counselor to meet treatment goals;
        4. Interactions with other parties when necessary to meet treatment goals;
        5. Quarterly updates.
      - d. Case files for YSBs are the property of the YSB which must allow access to the files in accordance with the provisions of this Manual.
      - e. The YSB shall document information on formal counseling sessions as described in Section D below.

ii. Information and Referral Services

- a. Information and referral services shall be provided to the general public or individual clients of the YSB.
- b. The YSB shall maintain a list of available community services.
- c. The list shall include the name of the referral service, its address and its telephone number.
- d. The YSB shall document its provision of information and referral services, as described in Section D, below.

iii. Crisis Intervention

- a. Crisis intervention, including intervention relating to youth suicide prevention, shall be provided to any child, youth and family in the community.
- b. These services are of an emergency nature and shall be provided when the situation demands an immediate response or action by the YSB.
- c. The type and number of crisis intervention incidents shall be documented, as described in Section D, below.

iv. Substance Abuse Assessment and Referral

- a. Substance abuse assessment and referral services shall be provided by the YSB staff who have received substance abuse assessment and referral training from the Office of Education and Training for Addictions Services of the Department of Health and Mental Hygiene or from any other entity that the Secretary of the Department of Juvenile Services determines to be qualified to provide substance abuse assessment and referral training.
- b. The YSB shall document the number of substance abuse assessments and referrals that the YSB provides, as described in Section D, below.

v. Informal Counseling

- a. Individual, family and group counseling is provided on an irregular basis for three (3) or fewer sessions.
- b. The YSB shall document informal counseling occurrences as described in Section D, below.

B. Non-core Services

- i. In addition to core services, the YSB shall identify and provide non-core services to the community.
- ii. Non-core services can include, but are not limited to, tutoring, alternative leisure activities, employment assistance, and community education including training and information relating to youth suicide prevention.

iii. The YSB shall document the provision of non-core services as described in section D, below.

**3. Additional Requirements** – Each YSB shall:

- a. Provide services at convenient hours in a manner that is accessible to the community.
- b. Promote community awareness of its services to children, youth, and families.
- c. Make referrals to existing public and private services in their communities that are available and appropriate for the individual, family or group.
- d. Have a valid organizational structure, including a board of directors or an advisory board.
- e. Follow sound personnel practices and maintain complete personnel files that include for each YSB staff member:
  - i. A job description;
  - ii. A completed criminal background check;
  - iii. Evidence of staff person's educational credentials and experience;
  - iv. Annual staff evaluations.
- f. Provide insurance coverage, as appropriate for the services provided.
- g. Establish and maintain such fiscal control and fund accounting procedures as may be necessary to assure prudent use, proper disbursement, and accurate accounting of funds.
- h. Meet the program requirements, the information reporting and confidentiality requirements set forth in statute and regulations.
- i. If the YSB charges its clients a fee for services, the fee requirements shall meet the requirements set forth in statute and regulations.
- j. Conduct criminal background checks for employees and volunteers in accordance with Family Law Article, section 5-561 (d) and (e).
- k. Comply with the DJS policy on reporting critical incidents.
- l. As part of its contract with the LMB, submit an annual budget.

**D. Data Collection and Reporting** – The LMB is responsible for having the YSB collect the following specific information on program services, demographics, and indicators on at least a quarterly basis.

**1. Data Collection**

- a. Formal Counseling (3+sessions):
  - i. Number of individuals receiving formal counseling.
  - ii. Number of individuals completing formal counseling.
  - iii. Number of families receiving formal counseling.
  - iv. Number of families completing formal counseling.
  - v. Number of groups receiving formal counseling.
  - vi. Number of groups completing formal counseling.
- b. Information and Referral Services
  - i. Number of each type of referral provided (i.e. referrals to outside sources)

- ii. Number of each type of referrals received (i.e. referrals received from schools, police, DJS, etc..).
- c. Crisis Intervention (Including Suicide Prevention).
  - i. Number of each type of crisis intervention provided.
  - ii. Number of individuals receiving crisis intervention services.
  - iii. Number of individuals receiving suicide prevention services.
- d. Substance Abuse Assessment and Referral Services.
  - i. Number of individuals who received a substance abuse assessment.
  - ii. Number of individual substance abuse referrals made.
- e. Informal Counseling
  - i. Number of individuals receiving informal counseling.
  - ii. Number of families receiving informal counseling.
  - iii. Number of groups receiving informal counseling.
- f. Non-Core Services
  - i. Number of each type of non-core service provided.
  - ii. Number of individuals receiving non-core services.
  - iii. Number of families receiving non-core services.
  - iv. Number of groups receiving non-core services.
- g. Critical Incident Reports
- h. Number of critical incident reports sent to DJS.

## 2.Reporting

### a. Information YSBs report to LMBs and DJS:

- i. For each DJS client on informal supervision, protective supervision, probation, or aftercare status who is referred by DJS to the YSB, the YSB shall allow DJS access to the client's information and shall provide DJS confirmation of the acceptance of the client by the YSB. The YSB shall keep DJS informed at reasonable intervals to be determined by DJS of the client's attendance and cooperation in the YSB program.
- ii. For all formal counseling clients, excluding those clients referred by DJS, the YSB shall provide DJS with the first three initials of the client's surname, the initials of the client's first and middle names, and the client's date of birth. The YSB shall inform their formal counseling clients that the information in this subsection shall be provided to DJS.
- iii. The YSB shall obtain an appropriate release of information to comply with statute and COMAR 16.17.05A.(1) and (2).
- iv. For all YSB clients not covered by COMAR 16.17.05.A (1) or (2), the YSB shall provide non-client-identifying information, as requested, regarding program activities and statistics in the form and format approved or provided by DJS.

## 3. Confidentiality

- a. YSB Client records shall be stored inside a locked file cabinet. The client records shall be supervised and controlled directly by an authorized YSB staff member.
- b. A YSB shall allow DJS full access to client-identifying records and files of those children and youth described in COMAR 16.17.05.A.(1).
- c. Unless otherwise provided by law or regulation, access to client-identifying records and files without consent of the client shall be restricted to:
  - i. The child or youth who is subject of the record;
  - ii. The parent or guardian of the child or youth named in the record; and
  - iii. Members of the administrative staff of the YSB.
- d. A YSB may maintain its client records in a manner that codes client-identifying information as specified in COMAR 16.17.05.A.(2).
- e. Individual client records shall be retained by a YSB for five years after services to the individual are no longer necessary. The records then shall be destroyed by the incineration or shredding in a way that preserves the confidentiality of the records.
- f. Nothing in this manual shall be construed to affect any obligation concerning client record confidentiality that is otherwise set forth in any federal or State statute or regulation.

### **E. Program-Specific Fiscal Requirements**

#### **1. Funding of Youth Service Bureaus**

- a. The funding of an eligible YSB shall be a shared responsibility of the State of Maryland and of local governments. The State's share shall not be more than 75 percent of the funding of an eligible YSB, as provided in the State budget.
- b. At the option of the local governing body that provides the matching funds for an eligible YSB, the State funds for the support of the eligible YSB may be paid directly to its private sponsor or the local governing body.
- c. Before the State funds are paid for purposes of the YSB, the fiscal officer of the local government shall certify, in writing, the source and availability of the 25 percent local funds.
- d. Subject to appropriation, Children's Cabinet funding for YSBs shall be paid to the LMBs of record for that jurisdiction. No payments can be made prior to the execution of appropriate contracts.

3. Fees
  1. The YSB Board of Directors may charge clients a fee for services that is based upon the client's family income. However, the YSB may not assess a fee-for-service provision to a child or youth referred to the YSB by court order.
  - a. Before implementing its fee plan, the YSB shall consult with DJS.
  - b. Fees obtained from clients may be retained by the YSB for YSB purposes.

## **B. Performance Measures**

1. The Children's Cabinet has adopted a standardized performance measure table for the YSBs that indicate.
  - a. Quantity of effort: How much did you do?
  - b. Quality of effort: How well did you do?
  - c. Quality of effect: Is anyone better off? (Child or family results or outcomes.)
2. LMBs shall develop targets for each performance measure on the standardized performance measure table(s) to be included in the Appendix A of the CPA each fiscal year.
3. The LMB shall develop jurisdiction-specific performance measures for the YSB in addition to the standard measures adopted by the Children's Cabinet.
4. As part of the required semi-annual and annual program report, the LMB shall provide an update on progress toward meeting the target goals of each performance measure as described in the Appendix A of the CPA.